

# It Pays To Understand Virginia Electronic Child Care



**An Introduction for Vendors**



# Virginia Electronic Child Care

## What is Virginia Electronic Child Care?



# Virginia Electronic Child Care...



An electronic attendance system

How subsidy recipients report attendance and absences

How approved vendors are paid for child care services

How Do Subsidy  
Recipients Report  
Child Care  
Attendance and  
Absences?



VaECC cards are mailed to subsidy recipients once they are authorized to receive child care services.



Subsidy recipients must activate their VaECC card by calling the Parent Help Desk and selecting a personal identification number, or PIN.

**Parent Help Desk: 1-877-918-2322**



Subsidy recipients must memorize the PIN and keep it private.

This includes **NOT** writing it down.



To report attendance and absences, subsidy recipients must use the VaECC card along with...

The Interactive  
Voice Response  
System (IVR)

(telephone prompt  
system)

or

The Point of Service  
Device  
(POS)

(card swipe machine)



The IVR system or POS device is located where child care is provided (at the family day home or at the child day center).



# How Do Subsidy Recipients Use the Interactive Voice Response System (IVR)?

(telephone prompt response)



## Interactive Voice Response System (IVR)

**Step 1:** Subsidy Recipients call 877-918-2322

**Step 2:** Subsidy Recipients follow prompts

**Step 3:** Subsidy Recipients enter VaECC card number and four-digit PIN number

**Step 4:** Subsidy Recipients select the attendance option, then key in the child's two-digit ID number (one ID per child)

**Step 5:** Subsidy Recipients wait to hear the "Approved" message, then hang up




# How Do Subsidy Recipients Use the Point of Service Device (POS)?

(card swipe machine)



## Point of Service Device (POS)

### Reporting Attendance – Checking In

Scenario	Directions
<p>Subsidy Recipients bring child(ren) to child care program.</p> 	<p><b><u>Step 1:</u></b> Subsidy Recipients swipe the VaECC card</p> <p><b><u>Step 2:</u></b> Subsidy Recipients key in the 4-digit PIN and press the ENTER key</p> <p><b><u>Step 3:</u></b> Subsidy Recipients press 1 for <i>Check In</i></p> <p><b><u>Step 4:</u></b> Subsidy Recipients key in the child's two-digit ID number and press the ENTER key two times (for more than one child, key in the next ID number, then press ENTER key two times)</p> <p><b><u>Step 5:</u></b> Subsidy Recipients make sure the word, "APPROVED," displays on the screen before leaving</p>

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

### Reporting Attendance – Checking Out

#### Scenario

Subsidy Recipients pick up child(ren) from child care program.



#### Directions

##### Step 1:

Subsidy Recipients swipe the VaECC card

##### Step 2:

Subsidy Recipients key in the 4-digit PIN and press the ENTER key

##### Step 3:

Subsidy Recipients press 2 for *Check Out*

##### Step 4:

Subsidy Recipients key in the child's two-digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number, then press the ENTER key two times)

##### Step 5:

Subsidy Recipients make sure the word, "*APPROVED*," displays on the screen before leaving

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

### Reporting Attendance – After School Child Care

#### Scenario

Children are transported to child care program by after school bus, so the vendor manually records the time of arrival.



#### Directions

**Step 1:** Subsidy Recipients swipe the VaECC card

**Step 2:** Subsidy Recipients key in the 4-digit PIN and press the ENTER key

**Step 3:** Subsidy Recipients press 3 for *Previous Check In*

**Step 4:** Subsidy Recipients key in the date of the previous check in and press the ENTER key

**Step 5:** Subsidy Recipients key in the time the child arrived to the child care program (recorded by vendor) and press the ENTER key

**Step 6:** Subsidy Recipients select 1 for AM or 2 for PM

**Step 7:** Subsidy Recipients key in the child's 2 digit ID number and press the ENTER key two times  
(for more than one child, key in the next ID number, then press ENTER key two times)

**Step 8:** Subsidy Recipients make sure the word, "APPROVED," displays on the screen before leaving

**RULE: For every check in, there must be a check out**

# Point of Service Device (POS)

## Reporting Attendance – Before and After School Child Care

Scenario	Directions
7:30 a.m. Children are transported to the child care program by bus. For record purposes, the vendor writes down the time of arrival.	<b><u>Reminder 1</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 3 for <i>Previous Check In</i> at 7:30 a.m. Complete attendance procedures – Make sure “Approved” displays on screen
8:30 a.m. Children leave the child care program to attend public school. For record purposes, the vendor writes down the time of departure.	<b><u>Reminder 2</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 4 for <i>Previous Check Out</i> at 8:30 a.m. Complete attendance procedures – Make sure “Approved” displays on screen
3:30 p.m. Children return to the child care program. For record purposes, the vendor writes down the time of arrival.	<b><u>Reminder 3</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 3 for <i>Previous Check In</i> at 3:30 p.m. Complete attendance procedures – Make sure “Approved” displays on screen
5:30 Children are picked up from the child care program. The Subsidy Recipient keys in all of the day’s arrival and departure times into the POS device.	<b><u>Reminder 4</u></b> - Subsidy Recipients:  Swipe the VaECC card and key in the 4-digit PIN Press 2 for <i>Check Out</i> at 5:30 p.m. Complete attendance procedures - Make sure “Approved” displays on screen

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – Subsidy Recipients forgot to Check Out on Previous Day

### Scenario

Subsidy Recipients forgot to check out on the previous day.



### Directions

**Step 1:** Subsidy Recipients swipe the VaECC card

**Step 2:** Subsidy Recipients key in the 4-digit PIN and press the ENTER key

**Step 3:** Subsidy Recipients press 4 for *Previous Check Out*

**Step 4:** Subsidy Recipients key in the date of the previous check out and press the ENTER key

**Step 5:** Subsidy Recipients key in the time the child left and press the ENTER key

**Step 6:** Subsidy Recipients select 1 for AM or 2 for PM

**Step 7:** Subsidy Recipients key in the child's 2 digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number and press ENTER key two times)

**Step 8:** Subsidy Recipients make sure the word, "APPROVED," displays on the screen before leaving

**Step 9:** Subsidy Recipients begin procedures to **Check In**

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – Subsidy Recipients forgot to Check In on Current Day

### Scenario

Subsidy Recipients forgot to check out on the previous day.



### Directions

**Step 1:** Subsidy Recipients swipe the VaECC card

**Step 2:** Subsidy Recipients key in the 4-digit PIN and press the ENTER key

**Step 3:** Subsidy Recipients Press 3 for *Previous Check In*

**Step 4:** Subsidy Recipients key in the date of the previous check in and press the ENTER key

**Step 5:** Subsidy Recipients key in the time the child arrived and press the ENTER key

**Step 6:** Subsidy Recipients select 1 for AM or 2 for PM

**Step 7:** Subsidy Recipients key in the child's 2 digit ID number and press the ENTER key two times

(for more than one child, key in the next ID number and press ENTER key two times)

**Step 8:** Subsidy Recipients make sure the word, "APPROVED," displays on the screen

**Step 9:** Subsidy Recipients begin procedures to **Check Out**

**RULE: For every check in, there must be a check out**

# Point of Service Device (POS)

## Reporting Attendance – Subsidy Recipients Report an Absence

### Scenario

Subsidy Recipients report an absence.



### Directions

**Step 1:** Subsidy Recipients swipe the VaECC card

**Step 2:** Subsidy Recipients key in the 4-digit PIN and press the ENTER key

**Step 3:** Subsidy Recipients Press 5 for *Absence*

**Step 4:** Subsidy Recipients key in the date of the absence (MM-DD-YYYY) and press the ENTER key

**Step 5:** Subsidy Recipients select 1 for *Full Day* or 2 for *Part Day*

**Step 6:** Subsidy Recipients key in the child's 2 digit ID number and press the ENTER key two times  
(for more than one child, key in the next ID number and press ENTER key two times)

**Step 7:** Subsidy Recipients make sure the word, "APPROVED," displays on the screen before leaving

**RULE: For every check in, there must be a check out**

## Point of Service Device (POS)

Reporting Attendance – Subsidy Recipients Report a Holiday

### Scenario

Subsidy Recipients report a holiday.



### Directions

**Step 1:** Subsidy Recipients swipe the VaECC card

**Step 2:** Subsidy Recipients enter the 4-digit PIN and press the ENTER key

**Step 3:** Subsidy Recipients press 6 for *Holiday*

**Step 4:** Subsidy Recipients enter date of the holiday (MM-DD-YYYY) and press the ENTER key

**Step 5:** Subsidy Recipients select 1 for *Full Day* or 2 for *Part Day*

**Step 6:** Subsidy Recipients key in the child's 2 digit ID number and press the ENTER key two times  
(for more than one child, key in the next ID number and press ENTER key two times)

**Step 7:** Subsidy Recipients make sure the word, "APPROVED," displays on the screen

**RULE: For every check in, there must be a check out**

## Frequently Asked Questions



Do Subsidy Recipients have to use the VaECC system?



Yes. Subsidy Recipients who refuse to use the VaECC system may be responsible for paying the vendor directly and/or the subsidy case may be closed.

Can Subsidy Recipients give their card to their vendor and allow the vendor to report attendance/absences for them?



Absolutely not! A vendor must **NEVER** be in possession of the VaECC card (this includes making photocopies).

If Subsidy Recipients give the VaECC card to the vendor the subsidy case may be closed, and the vendor terminated from the Child Care Subsidy Program.

If Subsidy Recipients have children who attend different vendors, do they need more than one card?



After-School  
Program

Child Day  
Center



No. The VaECC card will work at any vendor location where the Subsidy Recipient has an active child care authorization.

*Subsidy Recipients must remember that school-age children who attend a Before/After School Program require additional swipes as compared to another child who has been present at a child care program all day.*

Who should Subsidy Recipients contact if the VaECC card is damaged or lost?



Subsidy Recipients must contact the Parent Help Desk if they DO know the VaECC card number.

Subsidy Recipients must contact the case manager if they DO NOT know the VaECC card number.

*Subsidy Recipients should take a picture of the front and back of the card once they receive it in the mail. That way, they will have an image of the VaECC card number and the Parent Help Desk telephone number.*

**Parent Help Desk: 1-877-918-2322**

Can another person,  
besides the Subsidy  
Recipient, drop off or  
pick up the recipient's  
child(ren)?



Yes. Subsidy Recipients can authorize one other person to drop off or pick up the child(ren) from daycare. A second card may be given to that person.

What happens if the telephone or internet service is not working...how can Subsidy Recipients report attendance/absences?



The POS device can still be used. The POS device stores information for a period of 7 days, plus the current day.

What happens if the POS device is not working...how can Subsidy Recipients report attendance/absences?



If the POS device is not working, Subsidy Recipients should use the IVR system as a back-up.

Vendors should call the Vendor Help Desk to report problems with the POS device.

**Vendor Help Desk : 1-877-918-2776**

What happens if the VaECC card is damaged...how can Subsidy Recipients report attendance/absences?



The Subsidy Recipient can press the **F3** key to bypass the VaECC card swipe and use the keypad to enter the card number.

What happens if the vendor can not temporarily operate at their usual location... can the POS device be moved to another location?



No. POS devices are location specific and VaECC swipe cards will not work at different locations.

If the vendor has to temporarily relocate, they must immediately notify the POS device equipment distributor (1-877-918-2776) and the local department of social services that authorized the child care.